Technical Tip

Date: 21 June 2011

Business Communications Manager (BCM) – BCM450 platform: Only Calling Party Name may be displayed when Autoattendant is configured to answer after zero rings.

Revision History		
Date	**Revision #**	**Summary of Changes**
21 June 2011	Original bulletin	This is the original publication

Problem Description

Avaya has discovered an interoperational behaviour between BCM 450 systems and certain service providers that may result in only calling party name being displayed at the destination set when the autoattendant is configured to answer calls after zero rings.

The behaviour is only observed if the autoattendant is configured to answer its calls after zero rings, and is specific to Primary Rate Interface (PRI) trunk types.

The behaviour can be avoided if the BCM 450 autoattendant is configured to answer after one or more rings.

Scope

This behaviour can occur on any BCM 450 system.

Details

The start of an incoming PRI call from the public network occurs when the BCM receives a SETUP message. Among other things, the message contains calling party information, and called party information.

The calling party information contains either

- The calling party number only (CLID), or
- Both the calling party number and the calling party name

Usually when only the calling party number is present in the setup message, there is no subsequent calling name information sent.

However there are some service providers that send calling name information in a separate message after the CLID information has been sent in the setup message.

If the autoattendant is configured to answer after zero rings, the incoming call may be answered after the CLID has been processed, but before the name information has arrived.

In other words, the calling name information arrives after the autoattendant answers the call.

When this happens, the BCM by design intent treats the name information as new CLID data and updates the CLID information accordingly. This results in the over writing of the original calling number information which may result in empty number information. When the call is transferred to the destination set, the called party only sees the calling party name.

This behaviour only occurs on the BCM 450 platform due to its higher processing power.

The behaviour does not occur on the BCM200/400 and BCM50 platforms.

This behaviour is not observed if the name and number are sent together in the setup message or if the name information arrives before the call is answered.

Recommended Action

If the behaviour described above is observed on a BCM 450 platform, it can be avoided by configuring the autoattendant to reply after one or more rings instead of zero rings. This ensures that CLID and calling party name information are received before the call is answered by the auto attendant.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.
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